	Provider Number	Hospital Name	Address 1
210013		BON SECOURS HOSPITAL	2000 W BALTIMORE STREET
210054		SOUTHERN MARYLAND HOSPITAL CENTER	7503 SURRATTS RD
210003		PRINCE GEORGES HOSPITAL CENTER	3001 HOSPITAL DRIVE
210055		LAUREL REGIONAL MEDICAL CENTER	7300 VAN DUSEN ROAD
210060		FORT WASHINGTON HOSPITAL	11711 LIVINGSTON ROAD
210038		MARYLAND GENERAL HOSPITAL	827 LINDEN AVE
210057		SHADY GROVE ADVENTIST HOSPITAL	9901 MEDICAL CTR DR
210039		CALVERT MEMORIAL HOSPITAL	100 HOSPITAL ROAD
210051		DOCTORS' COMMUNITY HOSPITAL	8118 GOOD LUCK ROAD
210032		UNION HOSPITAL OF CECIL COUNTY	106 BOW STREET
210034		MEDSTAR HARBOR HOSPITAL	3001 S HANOVER STREET
210027		WESTERN MARYLAND REGIONAL MEDICAL CENTER	12500 WILLOWBROOK ROAD
210030		CHESTER RIVER HOSPITAL CENTER	100 BROWN ST
210006		HARFORD MEMORIAL HOSPITAL	501 S UNION AVE
210049		UPPER CHESAPEAKE MEDICAL CENTER	500 UPPER CHESAPEAKE DRIVE
210011		SAINT AGNES HOSPITAL	900 CATON AVENUE
210012		SINAI HOSPITAL OF BALTIMORE	2401 WEST BELVEDERE AVE
210040		NORTHWEST HOSPITAL CENTER	5401 OLD COURT RD
210035		CIVISTA MEDICAL CENTER	5 GARRETT AVENUE

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Address 2	Address 3	City	State
		BALTIMORE	MD
		CLINTON	MD
		CHEVERLY	MD
		LAUREL	MD
		FORT WASHINGTON	MD
		BALTIMORE	MD
		ROCKVILLE	MD
		PRINCE FREDERICK	MD
		LANHAM	MD
		ELKTON	MD
		BALTIMORE	MD
		CUMBERLAND	MD
		CHESTERTOWN	MD
		HAVRE DE GRACE	MD
		BEL AIR	MD
		BALTIMORE	MD
		BALTIMORE	MD
		RANDALLSTOWN	MD
		LA PLATA	MD

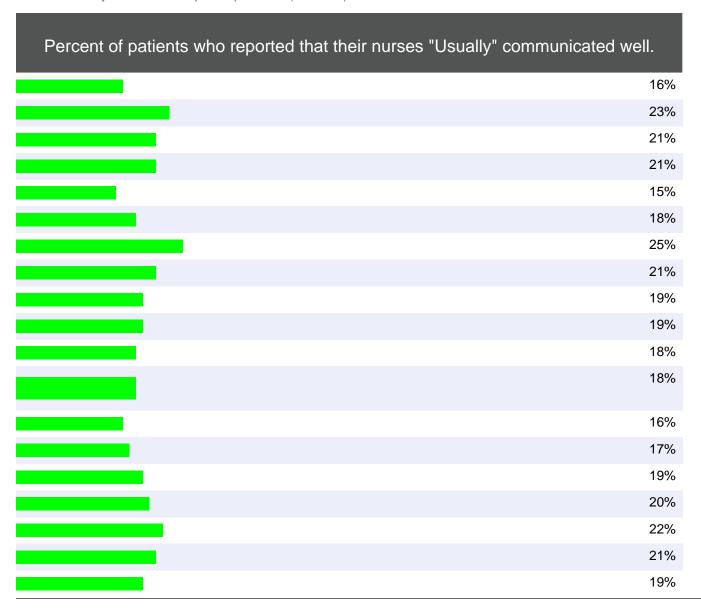
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Z	IP Code	County Name	Phone Number
21223		BALTIMORE CITY	4103623000
20735		PRINCE GEORGES	3018774530
20785		PRINCE GEORGES	3016182000
20707		PRINCE GEORGES	3017254300
20744		PRINCE GEORGES	3012927000
21201		BALTIMORE CITY	4102258996
20850		MONTGOMERY	2408266517
20678		CALVERT	4105358239
20706		PRINCE GEORGES	3015528085
21921		CECIL	4103927009
21225		BALTIMORE CITY	4103503201
21502		ALLEGANY	2409648001
21620		KENT	4107787668
21078		HARFORD	4436433303
21014		HARFORD	4436433303
21229		BALTIMORE CITY	4103682101
21215		BALTIMORE CITY	4106015131
21133		BALTIMORE	4105215995
20646		CHARLES	3016094265

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Percent of patients who reported that their nurses "Sometimes" or "Never" communicated well.	
	18%
	14%
	14%
	13%
	10%
	10%
	9%
	8%
	11%
	6%
	7%
	5%
	6%
	6%
	5%
	7%
	7%
	7%
	8%

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Percent of patients who reported that their doctors "Sometimes" or "Never" communicated well. 10% 11% 9% 11% 8% 8% 6% 6% 8% 6% 6% 6% 4% 7% 5% 6% 6% 8% 6%

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Percent of patients who reported that they "Sometimes" or "Never" received help as soon as they wanted.



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Percent of patients who reported that they "Usually" received help as soon as they



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Percent of patients who reported that they "Always" received help as soon as they



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Percent of patients who reported that their pain was "Sometimes" or "N controlled.	lever" well
	18%
	14%
	12%
	13%
	14%
	13%
	12%
	9%
	14%
	10%
	10%
	7%
	7%
	10%
	8%
	9%
	10%
	9%
	10%

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Percent of patients who reported that staff "Sometimes" or "Never" explained about medicines before giving it to them.



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Percent of patients who reported that staff "Usually" explained about medicines before giving it to them.		
	15%	
	19%	
	20%	
	19%	
	18%	
	14%	
	19%	
	20%	
	17%	
	18%	
	20%	
	18%	
	17%	
	18%	
	21%	
	18%	
	22%	
	17%	
	16%	

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Percent of patients who reported that their room and bathroom were "Sometimes" or "Never" clean.		
	20%	
	18%	
	19%	
	21%	
	13%	
	21%	
	17%	
	13%	
	15%	
	14%	
	15%	
	9%	
	12%	
	10%	
	11%	
	18%	
	13%	
	15%	
	12%	

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Percent of patients who reported that their room and bathroom were "Usus	ally" clean.
	15%
	21%
	20%
	21%
	17%
	19%
	23%
	26%
	19%
	25%
	21%
	19%
	19%
	22%
	22%
	23%
	27%
	27%
	20%

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Percent of patients who reported that the area around their room was "Sometimes" or "Never" quiet at night. 18% 24% 17% 13% 20% 14% 14% 14% 15% 17% 12% 11% 12% 14% 12% 12% 12% 13% 17%

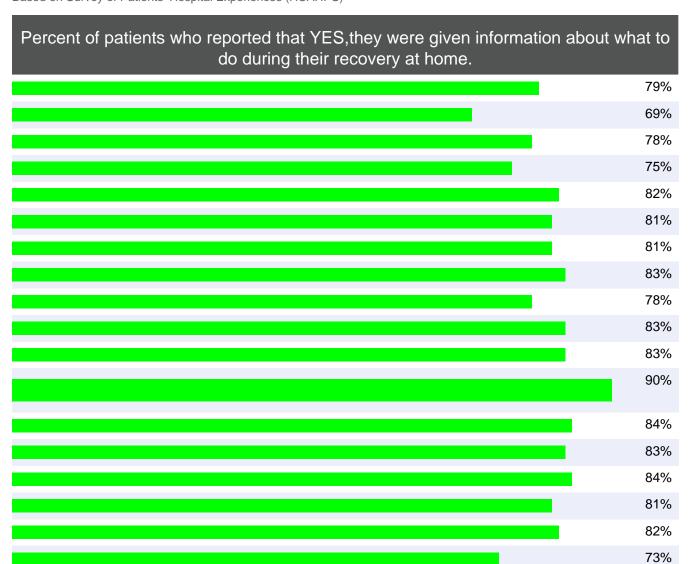
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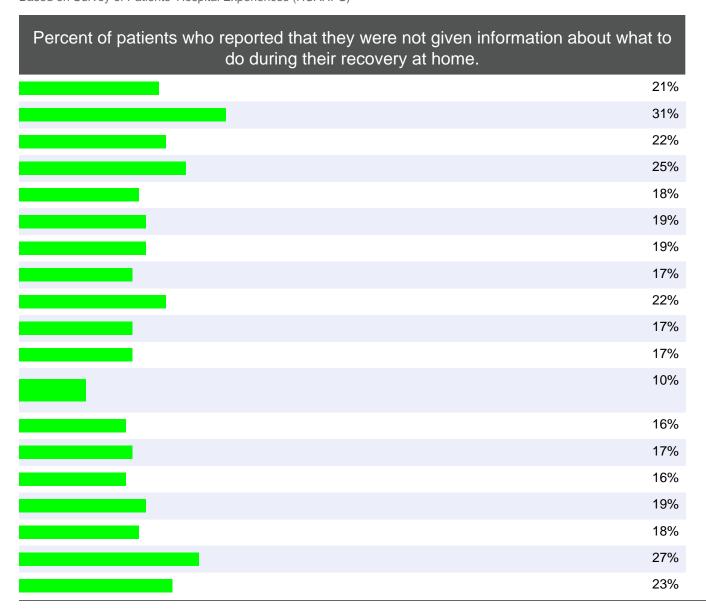


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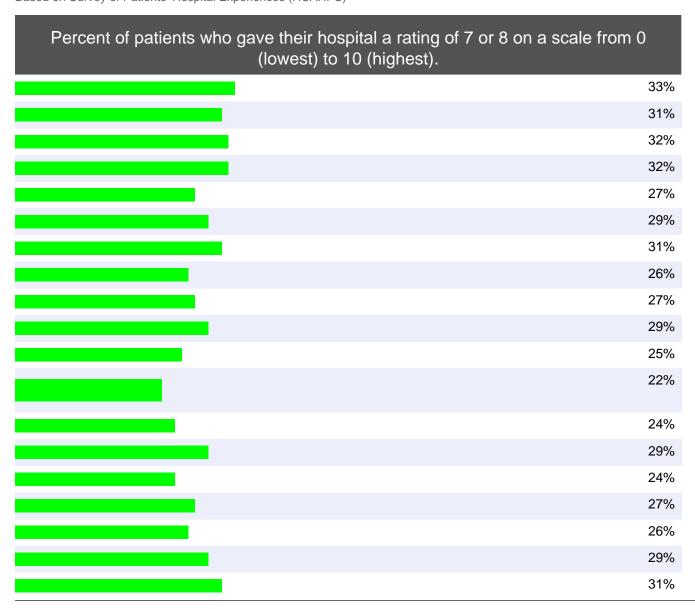


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Percent of patients who gave their hospital a rating of 6 or lower on a scale from 0 (lowest) to 10 (highest). 17% 24% 17% 18% 13% 13% 14% 12% 12% 7% 10% 11% 10% 9% 10% 10% 10%

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13% 13%



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Percent of patients who reported NO,they would not recommend the ho	spital.
	16%
	16%
	16%
	15%
	10%
	10%
	9%
	8%
	8%
	7%
	7%
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	7%
	7%
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	7%
	7%
	7%
	7%

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	Number of Completed Surveys
300 or more	
Between 100 and 299	
300 or more	
Between 100 and 299	
300 or more	

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Surv	rey Response Rate Percent	Hospital Footnote
	19%	·
	22%	
	27%	
	31%	
	21%	·
	24%	
	29%	
	29%	
	25%	
	20%	
	29%	
	39%	
	33%	
	27%	
	30%	
	29%	
	25%	
	23%	·
	29%	

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210029	JOHNS HOPKINS BAYVIEW MEDICAL CENTER	4940 EASTERN AVENUE
210016	WASHINGTON ADVENTIST HOSPITAL	7600 CARROLL AVE
210022	SUBURBAN HOSPITAL	8600 OLD GEORGETOWN RD
210043	BALTIMORE WASHINGTON MEDICAL CENTER	301 HOSPITAL DR
210045	EDWARD MCCREADY MEMORIAL HOSPITAL	201 HALL HIGHWAY
210001	MERITUS MEDICAL CENTER	11116 MEDICAL CAMPUS ROAD
210004	HOLY CROSS HOSPITAL	1500 FOREST GLEN ROAD
210061	ATLANTIC GENERAL HOSPITAL	9733 HEALTHWAY DRIVE
210007	SAINT JOSEPH MEDICAL CENTER	7601 OSLER DRIVE
210037	MEMORIAL HOSPITAL AT EASTON	219 S WASHINGTON ST
210008	MERCY MEDICAL CENTER INC	301 ST PAUL PLACE
210028	MEDSTAR SAINT MARY'S HOSPITAL	25500 POINT LOOKOUT ROAD
210017	GARRETT COUNTY MEMORIAL HOSPITAL	251 N FOURTH ST
210015	MEDSTAR FRANKLIN SQUARE MEDICAL CENTER	9000 FRANKLIN SQUARE DR
210044	GREATER BALTIMORE MEDICAL CENTER	6701 NORTH CHARLES STREET
210056	MEDSTAR GOOD SAMARITAN HOSPITAL	5601 LOCH RAVEN BLVD
210024	MEDSTAR UNION MEMORIAL HOSPITAL	201 EAST UNIVERSITY PARKWAY
210048	HOWARD COUNTY GENERAL HOSPITAL	5755 CEDAR LANE

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BALTIMORE	MD
TAKOMA PARK	MD
BETHESDA	MD
GLEN BURNIE	MD
CRISFIELD	MD
HAGERSTOWN	MD
SILVER SPRING	MD
BERLIN	MD
TOWSON	MD
EASTON	MD
BALTIMORE	MD
LEONARDTOWN	MD
OAKLAND	MD
BALTIMORE	MD
COLUMBIA	MD

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21224	BALTIMORE CITY	4105500123
20912	MONTGOMERY	3018915651
20814	MONTGOMERY	3018962576
21061	ANNE ARUNDEL	4105951967
21817	SOMERSET	4107269496
21742	WASHINGTON	2403139500
20910	MONTGOMERY	3017547000
21811	WORCESTER	4106419601
21204	BALTIMORE	4103374488
21601	TALBOT	4108221000
21202	BALTIMORE CITY	4103329237
20650	SAINT MARYS	3014756001
21550	GARRETT	3015334173
21237	BALTIMORE	4437777000
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21239	BALTIMORE CITY	4434443902
21218	BALTIMORE CITY	4105542227
21044	HOWARD	4107407890

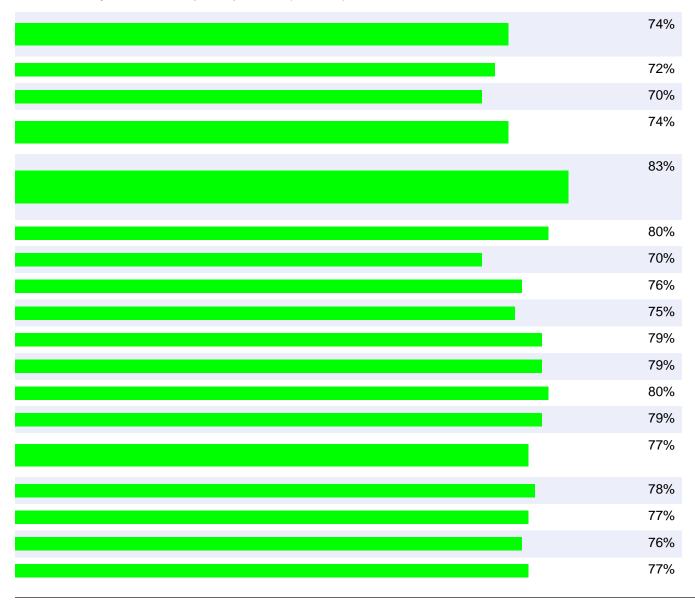
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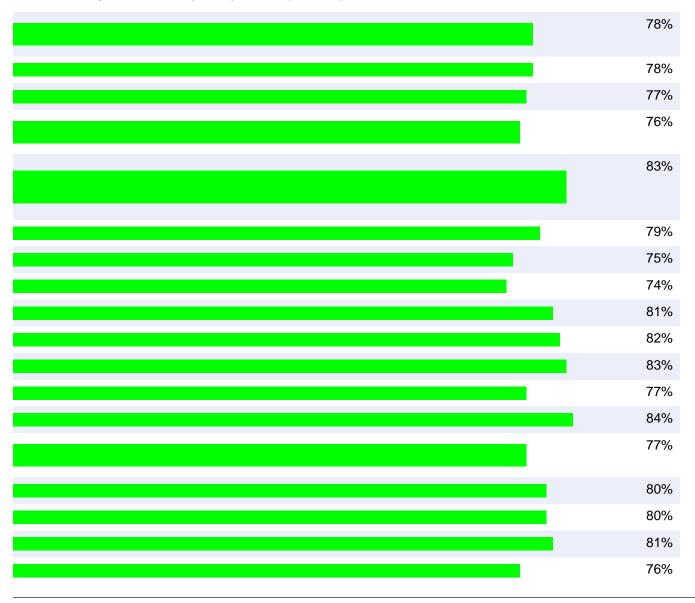
Page 40 of 102 05/28/2013

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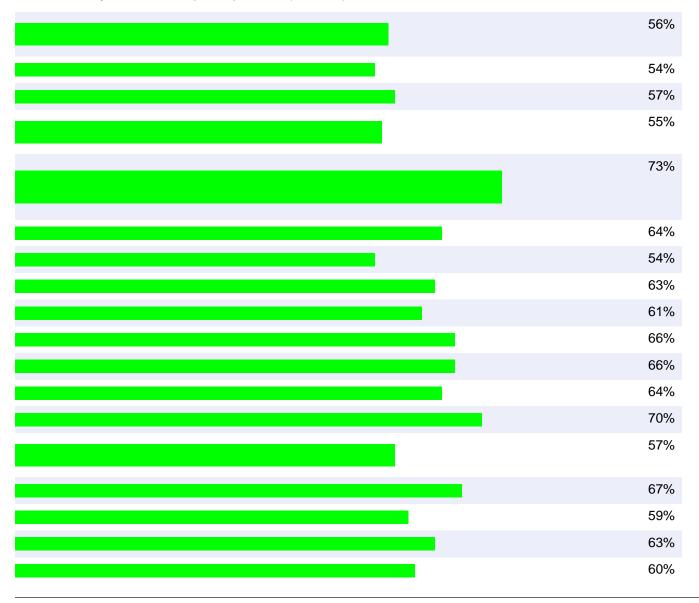
Page 43 of 102 05/28/2013

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Page 44 of 102 05/28/2013

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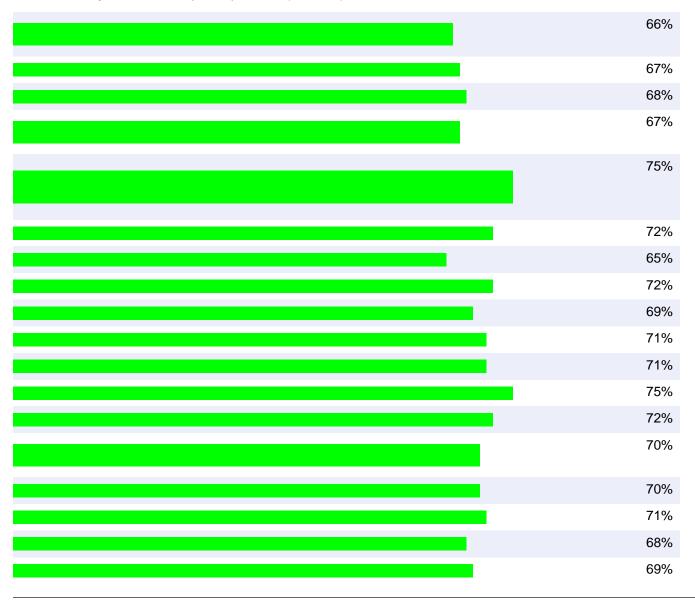
Page 46 of 102 05/28/2013

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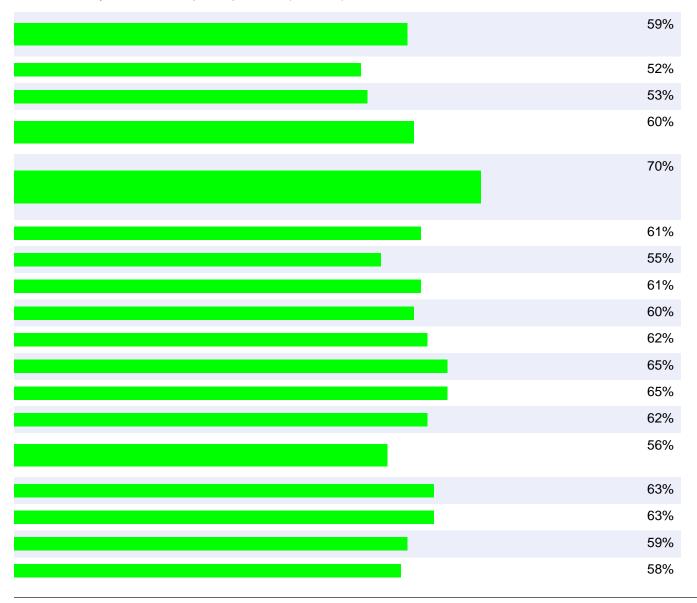
Page 49 of 102 05/28/2013

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Page 50 of 102 05/28/2013

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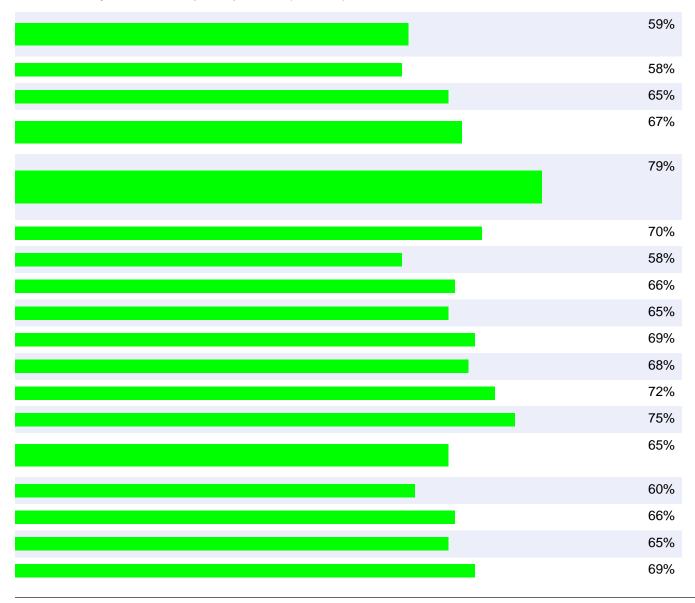
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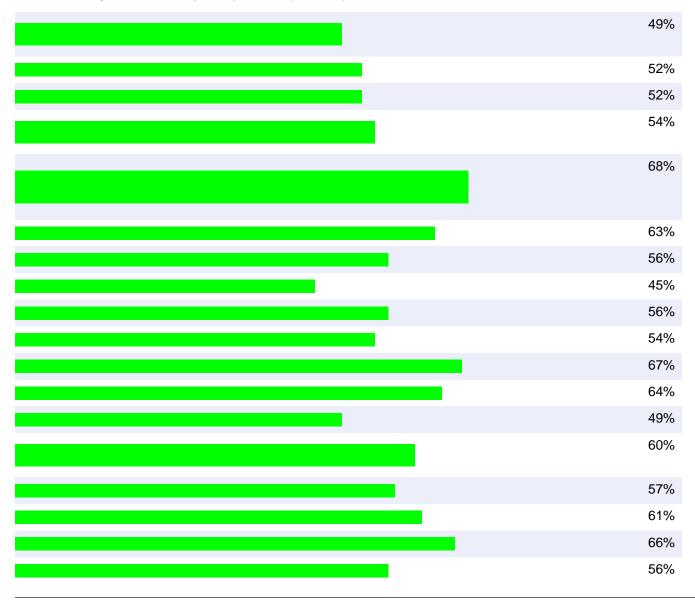
Page 55 of 102 05/28/2013

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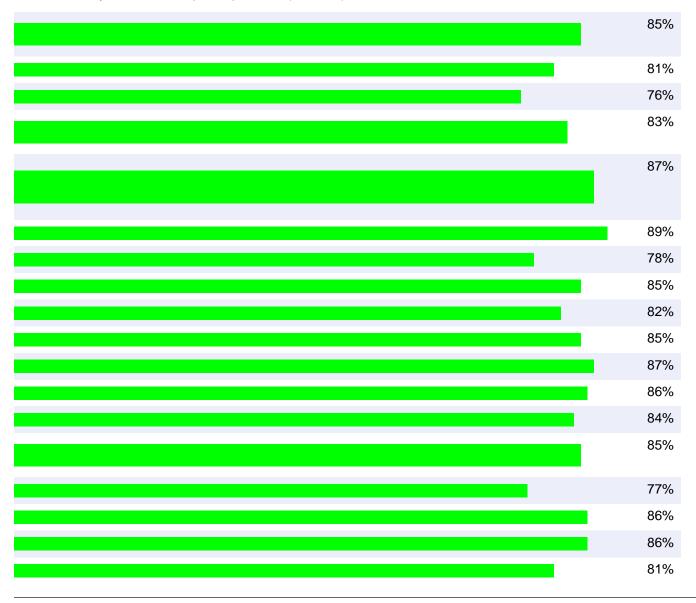
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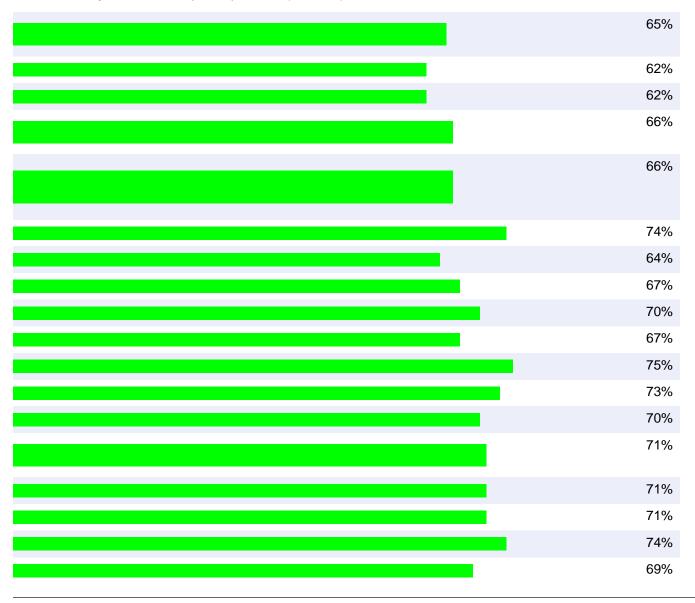
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Page 61 of 102 05/28/2013

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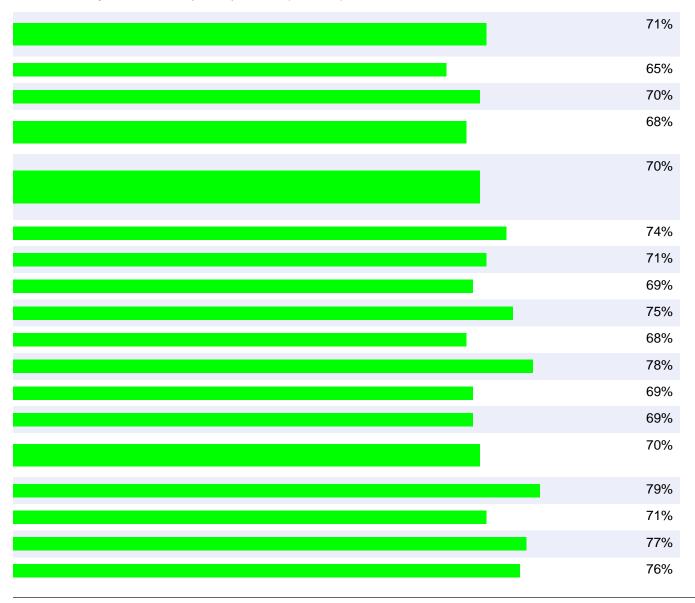
Page 63 of 102 05/28/2013

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Page 64 of 102 05/28/2013

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210018	MEDSTAR MONTGOMERY MEDICAL CENTER	18101 PRINCE PHILIP DRIVE
210019	PENINSULA REGIONAL MEDICAL CENTER	100 E CARROLL AVE
210005	FREDERICK MEMORIAL HOSPITAL	400 WEST SEVENTH ST
210033	CARROLL HOSPITAL CENTER	200 MEMORIAL AVE
210023	ANNE ARUNDEL MEDICAL CENTER	2001 MEDICAL PARKWAY
210002	UNIVERSITY OF MARYLAND MEDICAL CENTER	22 SOUTH GREENE STREET
210009	JOHNS HOPKINS HOSPITAL, THE	600 NORTH WOLFE STREET

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OLNEY	MD
SALISBURY	MD
FREDERICK	MD
WESTMINSTER	MD
ANNAPOLIS	MD
BALTIMORE	MD
BALTIMORE	MD

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20832	MONTGOMERY	3017748882
21801	WICOMICO	4105437111
21701	FREDERICK	2405663300
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21287	BALTIMORE CITY	4109559540

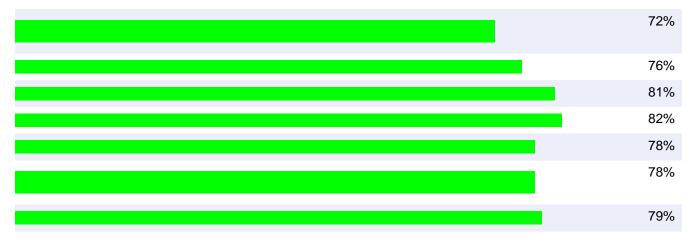
Page 71 of 102 05/28/2013

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Page 72 of 102 05/28/2013

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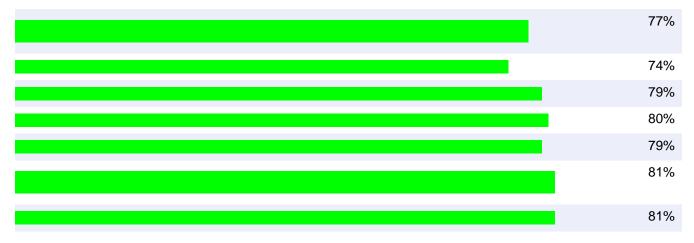
Page 74 of 102 05/28/2013

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Page 75 of 102 05/28/2013

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Page 77 of 102 05/28/2013

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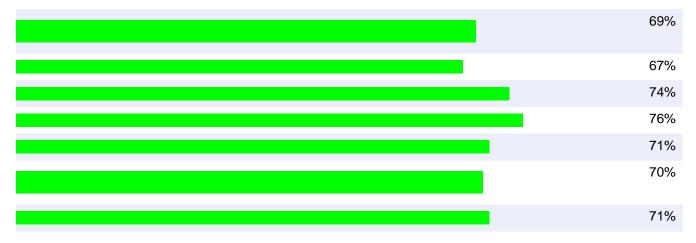
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Page 90 of 102 05/28/2013

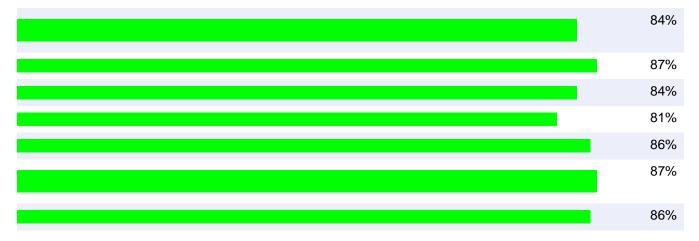
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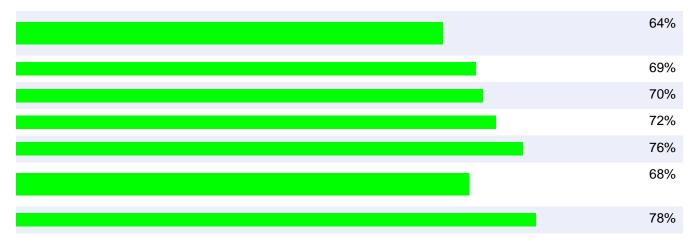
Page 94 of 102 05/28/2013

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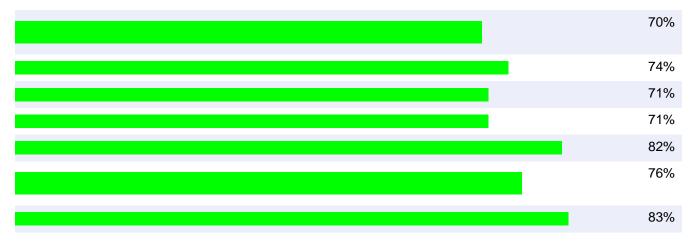
Page 97 of 102 05/28/2013

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Page 98 of 102 05/28/2013

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Page 100 of 102 05/28/2013

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